

### Insightful. Intelligent. Autonomous.

HCL BigFix Service Management is an AI-powered enterprise service management platform with intelligence embedded across service management practices, driving smarter decisions, higher automation, and improved service quality for IT and the business.

Achieve Exponential Intelligence through a self-improving system where AI insights drive service actions, results are reviewed by people and data, and those learnings are fed back into the platform –creating a continuous loop that compounds efficiency, accuracy, and service quality over time.

### Capabilities

#### Autonomous Intelligence

Reduces incident volumes and resolution times while improving service quality through AI that predicts issues, automates fixes, and minimizes business disruption.

#### Sovereign ITSM

Ensures data residency, operational control, and regulatory compliance by enabling jurisdiction-locked service management with independence from hyperscalers and full governance over AI and workflows.

#### Endpoint Self-healing

Unifies asset lifecycle and endpoint management with ITAM and intelligent patching to deliver service-aware visibility, proactive optimization, and compliance before issues impact users or operations.

#### Continuous Optimization

Drives measurable service improvements and ROI through real-time insights and AI governance that optimize performance, reduce costs, and demonstrate business value.

#### Empowered Self-Service

Empowers employees to resolve issues independently and faster, increasing satisfaction while freeing support teams to focus on high-value strategic initiatives.

### Key Features

- **Agentic AI-powered Virtual Assistant**  
Resolve issues instantly using generative AI virtual support experiences.
- **Predictive Service Intelligence**  
Predict, correlate, and resolve incidents faster using AI insights.
- **Intelligent Event Management**  
Reduce alert noise with AI-driven real-time event correlation.
- **AI-powered Runbook Automation**  
Automate service workflows using a library of over 3,500 reusable runbooks.
- **No-Code / Low-Code Configuration**  
Configure, manage, and deploy services quickly without requiring specialized coding skills.
- **Open APIs & Ecosystem Integrations**  
Pre-built connectors and APIs for monitoring, endpoint, cloud, HR and ERP systems.

## Benefits

Boost productivity by leveraging built-in AI for automation, insights, and data-driven recommendations.

Ensure rapid value with quick provisioning and easy modification or retirement of services.

Maintain continuous compliance to security, privacy, and regulatory standards.

Benefit from out-of-the-box process maturity that accelerates adoption and maximizes ROI.

Simplify maintenance with single-click upgrades that eliminate business disruptions.

Choose SaaS or on-premise deployments with flexible cloud provider and location options.

## Real Business Impact

**40%**

reduction in  
MTTR

**60%**

lower total cost of  
ownership

**40%**

boost in operational  
efficiency through  
AI-driven features

**Analyst  
Recognitions**



**Experience  
HCL BigFix Service  
Management in Action**



Schedule a Demo

**HCLSoftware**